

Goal 2: Increase the quality and timeliness of services

Objective 1: Establish standards for timeliness of services	Objective 2: Monitor case services for quality and timeliness	Objective 3: Develop processes and practices to enhance quality and timeliness	Objective 4: Provide training and support to staff to improve skills and knowledge	Objective 5: Provide opportunities for teams to be involved in development of policy and procedures
Activity 1.1 Evaluator and Specialist will meet within 2 days after the assessment is completed to discuss tentative goals and service needs.	Activity 2.1 Conduct <i>on-going</i> review/staffings of consumer cases utilizing QUEST, to do list, and flowsheet to ensure quality and timeliness standards are being met.	Activity 3.1 Enhance the quality of Individualized Plans for Employment by ensuring inclusion of basic plan components.	Activity 4.1 Provide training to staff on vocational evaluation.	Activity 5.1 Counselor Committee
Activity 1.2 Specialist will discuss tentative goals and service needs with the client within 10 days after the assessment is completed.	Activity 2.2 Conduct <i>quarterly</i> case reviews and use the results to address planning quality issues identified from the reviews.	3.1.a. Ensure that job readiness and retention factors are being addressed with consumers.	Activity 4.2 Provide training to staff on corrections and background screening (includes development of correction chapter for program manual).	Activity 5.2 Employment Committee
Activity 1.3 Set appointment for the client with placement within one week of JSS.	Activity 2.3 Conduct <i>annual</i> team case reviews to identify quality planning and/or timeliness issues.	3.1.b. Develop an accurate and complete work history.	Activity 4.3 Provide training on benefits and front end process.	Activity 5.3 Transition Committee
Activity 1.4 Client and the placement specialist (or other designee) will have contact on a weekly basis.		Activity 3.2 Develop and implement strategies that enhance the ability of consumers to actively engage in the search for jobs.	Activity 4.4 Use video conference system to provide ongoing monthly training opportunities for staff.	Activity 5.4 Evaluation Committee
Activity 1.5 Job Search will average 55 days or less from time of referral to actual placement.		3.2.a. Establish a consumer resource center (computer lab) for consumers to do a job search or any other task that will help them gain employment.	Activity 4.5 Examine/revise team staffing patterns to enhance availability and quality of services (such as evaluation and independent living).	Activity 5.5 VR Leadership Council
		3.2.b. Develop a component within JSS to aid consumers in self determining feasible job goals and jobs so that they can independently assess the feasibility of jobs they come across during their job search.		Activity 5.6 Program Director Team will meet monthly to review policy and process to make recommendations and revise as appropriate.
		3.2.c. Develop job clubs.		Activity 5.7 Office Directors will meet monthly to review process and practice to make recommendations, revise as appropriate, and to develop consistency in implementation across the state.
		Activity 3.3 Develop vocational assessment tools and methods for use by Specialists with transition students (without the use of an evaluator) as a strategy to extend services.		
		Activity 3.4 Twice a year, review JSS, resume book, and job strategy to make revisions based on case reviews and consumer input/feedback.		